

POSITION DESCRIPTION

Practice Coordinator - Disability Services (single/multiple site)

Division:	Disability
Department:	General
Job Profile:	DSD Level 5
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification or Salary Band:	Level 4
Reports To:	Practice Manager

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEAD

We are a sector and service leader by **innovating, improving, and partnering** with others.



COURAGE

We **act** on our **values** ensuring they are central to everything we do.



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation, and recognition.**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness.**

Purpose

Working to Ability Options vision, mission and values the Practice Coordinator (PC):

- Leads the day-to-day operations of the allocated service/s to provide a participant experience which enables their desired outcomes to be met.
- Under the direction of the Practice Manager, leads their teams to create an employee and participant experience that delivers value and brings our vision, mission, and values to life.
- Evaluates and coordinates service delivery for the allocated service/s to ensure that participant and employee needs are being met in a way that is engaging, high quality safe and effective and opportunities to improve are identified and acted on.
- Ensures they provide an engaging, safe and constructive working environment which is supported, where careers are developed, skills are grown, ideas flourish and they feel inspired and valued.
- Ensures that participants, their families, friends and guardians are supported to meet their goals.
- Communicates well, listen carefully, act on feedback, advocate and promote voice.
- Ensures that the teams they lead deliver to Ability Options policies, processes, compliance requirements, budgets, plans, strategies and KPIs.
- Enables their services to be highly reputable, productive and sustainable including supporting new participant acquisition, onboarding and ensuring participants can access a broad range of AO services if they wish.

Role Detail:

To manage the day-to-day operations of one or more of the following Disability Services:

- 1. Group Home Accommodation
- 2. Respite Services
- 3. Independent Supported Living
- 4. Group Programs
- 5. Individual Supports

These will be managed at the required standards, within budget and ensuring our participant services and workplace culture are welcoming, positive, constructive, and safe.

Key performance indicators are agreed every year between the Practice Manager and Practice Coordinator and are developed to facilitate the realisation of the Ability Options' strategic / operational objectives.

Key Accountabilities

The Practice Coordinator position is a leadership role. However, they will also be required to assist the team with 'hands on' duties to provide support during complex situations, to coach and build staff competence and capability or to maintain visibility within the team and a granular understanding of the daily operations.

The Practice Coordinator will be based at the sites and in the services they lead. Access to AO offices for planning, meetings, training, recruitment events etc will be facilitated as required. The Practice Coordinator will be required to ensure they have a presence at their site every week and participate in on call. There may be requirements to participate in investigative, audit and planning meetings/processes as identified and directed.

Critical tasks

- To manage / work in partnership with the participants, families, the organisation, support workers and stakeholders to:
 - Co-design and deliver the services requested by each participant.
 - Provide person-centred human rights focused services, supports and programs that are aligned with the participant's desired outcomes and funding scheme/s.
 - Provide best practice Disability Services and meet or exceed the participant's goals / aspirations.
 - Ensure service standards, values, person centred and human rights focuses are maintained and report any incidents, issues, complaints etc that could indicate these are not being met.

- Know and operate to policies, processes and required standards.
- Coordinate and maintain resources through effective and sustainable shift replacement/rostering practices.
- To create a positive workplace culture and care environment which are tested by surveys and other feedback mechanisms.
- To recruit, support, mentor, supervise and manage Support Workers.
- To manage and respond to the work health and safety of employees including creating a safe and positive workplace culture, ensuring mandatory training is completed, risk managing the sites.
- To manage leave ensuring leave balances do not accumulate, sickness and absence management and minimising overtime costs.
- To source and utilise support, advice, administrative and corporate services including PALs, Business Partners and the rest of the organisation.
- To review, monitor and manage support plans to ensure weConnect is fully up to date with all required plans and assessments. Participant planning, administrative tasks are completed in a timely manner including accurate claims submissions which reflect services offered and plans are fully utilised.
- To lead or participate (as requested by the General Manager or Practice Manager) in investigations, incident reviews, complaints.
- To liaise with participants, families, guardians, health providers as required regarding goals, care, practice, concerns or issues including the coordination and implementation of regular meetings.
- To support staff in their learning and in your own continuous professional development including employee and own career development.
- To ensure your services are optimised, sustainable and productive through effective and efficient recruitment practices, training and development needs of Support Workers are met.
- To authorise activities and expenditure according to policy, process and delegations.

Application of Organisational / Sector Knowledge:

- Understands how the Ability Options' Vision, Mission and Values informs the conduct of the Practice Coordinator role and its application to service delivery.
- Maintains a sound working knowledge of Ability Options' strategic / operational objectives and understands the required contribution of the Practice Coordinator role to ensure the success of these objectives and relationship with the current 'sector' direction.
- Applies a sound working knowledge of Ability Options' systems, policies, processes, procedures and service offerings.
- Develops and maintains an awareness of budgets and how to deliver them whilst ensuring participant outcomes are met.
- Develops and maintains a constructive, engaging and open leadership style which encourages accountability and inspired service provision and grows employee careers.
- Maintains a working knowledge of the National Disability Insurance Agency, relevant funding streams and service standards.
- Maintains a sound working knowledge of the relevant Awards and IT systems used in the conduct of their duties.

Planning / Operational Management:

- Work in partnership with the Practice Manager, broader support team and participants / families to ensure that the design and implementation of each participant's care and support services are:
 - Aligned to the annual Divisional Operational Plan, the organisational policies, procedures and processes, and the relevant legislative and funding scheme requirements.
 - Adequately resourced (e.g. staff numbers, competence and capability; equipment; supporting information, training and development etc.) to enable the realisation of the strategic / operational objectives.
 - Meeting the needs of the participant and family.
- Lead the delivery of services and/or supports and/or programs, including budget monitoring, service payments, facility cleanliness/maintenance, task requests from shared services/management, induction/training and development, performance planning, compliance and legislative requirements, staffing issues, resourcing, oversight/completion of plans, assessments, reports etc.
- Implement monitor / review processes to enable and ensure currency and optimal utilisation of all participant plans.

- Work with the Practice Manager and General Manager to implement monitor/ review processes that deliver the agreed budget, at the local service level.
- Contribute to local planning / development of service offerings and/or individual supports and/or group program activities.
- Takes responsibility for recruiting, onboarding and retaining their teams, including career development and work health and safety, as well as to deliver a positive and constructive workplace culture.

Participant Outcomes/Service Delivery:

Work with the team to:

- Plan and and manage change to maximise service delivery outcomes and foster a work culture reflecting our prioritise the workload of the team to achieve optimal outcomes. Ensure each team member is supported to understand their role and performance expectations, with performance monitoring and feedback processes in place.
- Proactively identify organisational values.
- Ensure a person-centred approach is utilised to identify and support the achievement of participants' goals and aspirations. Implementing individual plans and strategies to support participant outcomes.
- Consider connection with community, maintaining relationships, training, employment and referral interventions.
- Ensure the timely completion of 'service' relevant administrative tasks (support plans, reports, document progression of achievement of participant goals, Health Care Planning etc.) in accordance with organisational policy and procedure.
- Ensure operational concerns are reported and managed in a timely and constructive manner.
- There may be the need to work an occasional shift to address unplanned absences.
- Work with the Practice Manager and General Manager to ensure complaints are managed effectively, ensuring organisational timeframes are met and quality outcomes achieved.
- Work with the Practice Manager and General Manager to ensure incidents are managed within organisational timeframes, whilst meeting the relevant legislative, regulatory, stakeholder and business requirements.
- Engage in their own Continuous Professional Development and keep up to date with sector and practice trends and developments.
- Lead regular 1:1 support and development meetings with the teams in line with organisational process and ensure employees develop their skills, careers and are retained within Ability Options wherever possible.
- Ensure regular team meetings occur that are planned, outcomes driven and minuted and actions checked and closed.
- Implement and refine the operational roster in line with the approved rostering establishment, ensuring adequate and efficient resourcing is in place.
- Proactively manage recruitment processes and work with relevant teams to onboard and induct new employees.
- Work with internal/external stakeholders to ensure the participant transition pathway is effectively implemented in line with organisational process.

Teamwork / Leadership and Culture:

- Implement performance and development processes, including regular 1:1 support and development meetings, building team capability through coaching and mentoring practices.
- Role-model behaviours consistent with the organisational values, mission and vision.
- Lead an open, constructive, collegial and collaborative operating culture to improve capability, service outcomes, learning and development and accountability.
- Lead team building experiences and embed an understanding of how individual roles contribute to achieving strategic and operational objectives.
- Demonstrate a professional and constructive leadership style that promotes the sharing of knowledge, ideas, and skills and career development.
- Work with the Practice Manager and General Manager to implement organisational strategies relating to staff engagement and retention activities.
- Work with team members to address any performance related issues including corrective actions and performance improvement plans.

- Work with other services, and corporate support teams constructively seeking support and advice.

Communication:

- Seek feedback from the team to inform strategy, action plans, systems, policies and procedures and encourage engagement.
- Conduct individual conversations with team members about their share of the collective workload, to build a positive and collaborative work culture with a shared accountability to meet operational deliverables.
- Facilitate communication between the team and/or co-workers to problem solve / resolve issues.
- Be responsive to stakeholders to ensure timely, consistent and reliable service provision.
- Build/maintain an effective network of sector stakeholders e.g. allied health professionals, Support Coordinator etc.
- Build and maintain relationships with relevant internal and external stakeholders to deliver best practice outcomes, ensuring clear and timely communication is maintained.
- Advise the Practice Manager of significant matters in a timely and comprehensive manner.
- Adapt communication styles to meet individual needs.
- Build and use active listening skills to engage the communication partner and gain greater clarity of messaging.
- Manage complex and sensitive matters following correct policy, procedure and process; seek management guidance / HR Business Partner support if required.
- Maintain confidentiality, respect diversity and demonstrate sensitivity to participant needs, interests and cultural values.

Service Excellence:

- Set up personal management systems to ensure:
 - the consistent review of service delivery outcomes, staff performance and standards.
 - Implement monitor / review processes to ensure currency and optimal utilisation of all participant plans.
 - Monitor performance to operational objectives and KPIs,; amend strategies to address barriers and situational change in a timely manner.
 - Proactively address matters of concern, complaints, poor performance etc.
- Work with the team to ensure optimal disability services are delivered with assessment, direct intervention, behavioural support, counselling, case management, and appropriate coordination in place.
- Lead the team to proactively engage participants and offer services in line with participant goals and desired outcomes.
- Identify the key drivers for the Support Workers to excel in their roles.
- Bring together stakeholders with differing skills / abilities to work collaboratively with the participant and explore their complex/diverse needs, to enable the delivery of person centred services that meets the participant's goals/aspirations.
- Ensure participants and their families/carers are appropriately supported in the areas of lifelong learning, participation, employment and community inclusion.
- Review the quality of service delivery use a variety of methods - participant feedback, achievement against individual participant plans, Participant Voice results etc.

Quality - Continuous Improvement:

- Drive continuous operational improvement through the review of financial and operational outcomes, internal audits, risk and compliance activities and informal / formal feedback.
- Utilise constructive back as a tool to improve business practice and build stakeholder relationships.
- Advocate for constructive change to build efficiencies and performance outcomes.
- Ensure that reportable incident management responsibility is followed and requests for information are in line with policy and procedure as well as legislative requirements.
- Work with the Practice Manager and team to ensure all quality and assurance audit actions are implemented.
- Facilitate monthly meetings with participants, seeking feedback relating to the supports and services they receive (Accommodation Services).

Financial Sustainability / Value for Money:

- Work with the Practice Manager to implement an agile operating model that supports 'responsive' service delivery, ongoing growth and business sustainability, and optimal stakeholder engagement, safety and wellbeing.
- Prepare and maintain rosters for approval that reflect participants' funding. Adhere to the approved roster and seek approval for amendments that incur overtime or use of agency staff.
- Ensure the currency of all Service Agreements and associated documents.
- Proactively engage participants to maximise plan values and capture additional NDIS funds where appropriate.
- Work with the Practice Manager to proactively reduce costs and operational expenses.
- Accurately enter all financial data into organisational systems.
- Adhere to financial delegations as per the organisation's delegations manual and within agreed budgets.
- Provide accurate information to enable timely processing of all revenue claims.

Risk Management / Compliance / Work Health and Safety:

- Model and implement safe work practices and comply with Work, Health and Safety legislation and responsibilities.
- Address work, health and safety risks for participants, staff and visitors.
- Ensure all activities consider and promote the physical and psychological safety of staff and stakeholders.
- Implement effective incident and complaint management processes and ensure all operations are risk assessed.
- Contribute to the development and implementation of a comprehensive risk management plan.
- Ensure compliance with all internal and external quality, contractual and legislative obligations, including NDIS process.

Position Dimensions

This position reports to the Practice Manager and a team of Support Workers reporting to this position.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options' policy and procedures, in conjunction with CEO directives.

Exercise judgement and initiative.

Financial delegations as per Ability Options' policy and within agreed budgets.

Key Relationships include

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| • Support Worker | • Health and Care Services | • PAL and PAL Rostering |
| • Other Team/Practice Managers | • Community Organisations | • Advocacy groups |
| • Participants | • Service Providers | • Government Agencies |
| • Families | • Support Coordinators | • Relevant Government Agencies including Public Guardian and NSW Trustee |
| • Guardians | • Marketing Team | • Local businesses, councils etc. |
| • Senior and General Managers | • Non-government Agencies | |
| • Shared services, business partners and Quality Support Coaches (QSC) | | |

ESSENTIAL CRITERIA

- Minimum of two years experience in the sector or related sector and/or relevant transferable experience.
- Ability to liaise effectively with internal team members, participants, families, community groups, and external agencies.
- Effective people management skills, and some experience in leading a team of workers.
- Effective written and oral communication skills together with a proficiency in utilising technology to communicate and deliver quality services.

- Demonstrated ability to analyse, plan, negotiate, make decisions and prioritise tasks to meet service demands.
- Demonstrated experience in roster management or a capacity to develop necessary skills in this area.
- Knowledge of sector quality / compliance requirements across services and an ability to maintain compliance systems / processes to acceptable standards.
- Demonstrated problem solving and resolution skills including the ability to plan and implement work methods where general work processes may not be defined.
- Current Driver License- Minimum P2.
- Current First Aid Certificate.
- NDIS Worker Screening Check.
- Completion of the NDIS Worker Orientation Module.
- Working with Children's Check (for identified roles).

Personal Attributes:

- Passionate about Ability Options vision, mission and values, an open, inspiring leader.
- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Outcomes focussed, delivers results and takes personal responsibility for the quality, achievement of outcomes and quality of work.
- Effective communication (written / verbal) and be able to convey / adjust ideas and messages in an appropriate manner.
- Highly customer focussed and able to collaboratively build / maintain relationships with internal and external stakeholders.
- Highly organised, self-motivated with an ability to effectively manage multiple tasks, priorities and business needs that achieve quality results.
- Actively attempts to influence events to achieve goals.
- A self-starter who takes charge where required.
- Logically integrates various ideas / information to form effective goals, objectives, timelines, action plans and solutions. Organises resources effectively / efficiently.
- Participates actively and positively within the team to which the role belongs. Listens to other views and contributes ideas / suggestions. Works cohesively with other team members.
- Active leader who motivates and collaborates with team members and stakeholders to implement business strategy and achieve desired outcomes for all parties.

DESIRABLE CRITERIA

- Certificate III or IV in Individualised Support, Frontline Management or related discipline.
- Mental Health First Aid Certificate.
- Understanding of the values and philosophies that underpin a person centred approach.
- Understanding of the legislation and regulation covering delivery of services including the Disability Inclusion Act 2014 and the National Service Standards.
- Knowledge of statutory requirements, organisational programs, policies and activities.

SIGN OFF

Employee Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY: Nathan Pearce, General Manager

PD APPROVED BY: Luke Hughes, Chief Operating Officer

REVIEWED BY HR: Zsuzsanna Kolozsy, Human Resources Business Partner

PD EFFECTIVE DATE: 2 September 2024